



DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY GARRISON
810 SCHREIDER STREET
FORT DETRICK, MD 21702-5000

REPLY TO
ATTENTION OF:

MCHD-MWF

11 May 2007

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Memorandum of Instruction (MOI) for Army Community Service (ACS) Operation Happy Holiday (OHH) Program

1. **PURPOSE.** The Fort Detrick ACS Center conducts the OHH program each year to assist families in our military community exhibiting a valid financial need by supplementing their holiday season with food, clothing, and gifts provided by unit, organization, and individual sponsors. The primary program focus is to ensure valid qualified applicants, family privacy and integrity, distribution fairness and equity, and positive program perception. This MOI provides guidance and assigns responsibilities for the planning and execution of the annual OHH program.

2. **ELIGIBILITY.** The OHH program eligibility is limited to Fort Detrick U.S. Army Garrison and Mission Partner military personnel, E-6 and below, reviewed, approved, and submitted through their immediate military chain of command. Local military families not assigned to Fort Detrick will also be eligible to apply and qualify directly through the ACS Center. Except for food items, OHH assistance, in the form of clothing and gifts, will be limited to children only, ages 16 and younger. Civilians and contractors will be referred to external agencies and organizations providing similar programs for support. The OHH program is designed to assist only those military families with a valid need. Commanders, if they find it necessary, may refer the applicant to an ACS Financial Readiness Program counselor for a financial evaluation prior to making their decision to approve or disapprove the OHH request.

3. **PROCESS:** The OHH Nomination Forms will be solicited and received by the ACS Center from 15 October through 15 November. No applications will be accepted after that date. The drop-off and pick-up dates will be scheduled during the third week in December unless notified otherwise. Sponsors will have from 16 November until the scheduled drop-off date to collect items for their families. If the Combined Federal Campaign (CFC) is active during that period, OHH sponsors on-post will not be allowed to solicit donations. Sponsors will be notified of a potential CFC conflict and should plan their solicitation for donations accordingly.

4. RESPONSIBILITIES:

a. USAG and Mission Partner Commanders will designate a senior staff member to serve as the unit point of contact (POC) for coordination, solicitation, and distribution of OHH family items. The OHH nomination forms will be solicited, completed, and submitted by USAG and Mission Partner POCs for their specific military personnel. A revised OHH Nomination Form

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will include a recommendation and signature block for Commanders to ensure they have reviewed, verified, and approved the request for OHH assistance. A Criteria Sheet will be provided to Commanders as a guide for evaluating applicants. Commanders or unit POCs will forward completed and approved requests to the ACS Center within the designated time frame.

b. Local military families not assigned to Fort Detrick will complete an OHH Nomination Form which will be evaluated for approval by OHH staff directly at the ACS Center. Nomination forms will only be accepted within the designated time frame.

c. Once all applications are received at the ACS Center, Commanders will be notified of the total approved requests from their unit and all other sources by designated generic family numbers, with family sizes, ages, etc. This information will be used by OHH staff and commanders to select additional families if there are surplus unit donations or to share families with other sponsors if donations are limited.

5. SPONSORSHIP:

a. USAG and Mission Partner Commanders will be responsible for soliciting donations for all approved OHH families within their particular unit. Support and donations from other external sponsors, such as civilian organizations, agencies, or individuals, will be used to assist non-assigned military families and also supplement unit families if additional funds are available. External sponsors may coordinate and work directly with unit sponsors, as necessary, for purchasing clothing and gift items for specific families. In an effort to provide distribution fairness and equity to all qualified families, all sponsors are expected to adhere to the following guidelines:

b. Commissary gift certificates will be used for all families in lieu of actual food items. As a general rule to follow, the actual amount of certificates should be based upon no more than \$25.00 per person times the number of total family members. The basic idea is to provide enough certificates for a traditional holiday family dinner. Actual food items will not be accepted for OHH families.

c. The amount of donations used for clothing and gift items combined should be based upon a minimum of \$75.00 and a maximum of \$100.00 per child.

d. Gift certificates for requested clothing items are strongly recommended due to the potential problems with style or sizes. If clothing is actually purchased, receipts are required to be attached in an envelope for potential exchanges by the family and the sponsor should keep a copy of the receipt in case the original is lost.

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e. Gift certificates may also be used for requested gift items but because many sponsors like to actually shop for their families, this is just an option. No major new or used electronic items will be accepted for OHH families, such as X-Boxes, PC monitors, etc. Receipts should be maintained similar to clothing items above.

6. DISTRIBUTION: Drop-Off and Pick-Up of OHH family items will be scheduled for 1 or 2 days during the third week of December unless notified otherwise. The location will be the H.O.T. Dome, 835 Gardner Street. Sponsors will deliver their family packages between 0700-1100 and military personnel will be solicited to assist with this process. Families will be scheduled in 10 minute increments, for privacy purposes, to come by and pick up their items thereafter until all family items are distributed. A curtain or cover of some sort will be installed in the H.O.T. Dome to conceal all family items from individual families arriving to pick up their packages. Only ACS civilian staff and designated volunteers will assist the families during the pick-up period to ensure privacy.

7. POINT OF CONTACT: The point of contact for the OHH program is the ACS Outreach Program Coordinator at 301-619-3787 or email to "usagoutreach@amedd.army.mil".

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Chief, Army Community Service

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